



Head of Programmes

Job Purpose

As one of two senior managers reporting to the CEO, the Head of Programmes will take an active role in devising strategy and ensuring the charity's operations deliver that strategy. They will lead the programmes team to run rehearsals, gigs and workshops that make us proud. They will manage our partnerships effectively and ensure that we remain a well-respected, fun and inclusive organisation.

Parameters

Reports to:	CEO
Hours:	22.5 hours per week
Location:	Based in the London office, although applicants from other locations will be considered. Regular travel to London and around the UK will be required. It will also involve some weekend and evening work.
Salary:	£38,000 p.a. (pro rata)
Annual leave:	25 days per year + UK bank holidays
Pension:	6% employer contribution
Contract:	6 months, with likely option to extend.

NB: Under normal circumstances, we would be recruiting for a permanent position, and we hope that as soon as we are able to return to in-person rehearsals, and launch new choirs, that the post holder's hours will increase (hours negotiable) and a permanent contract will be issued.

JOB DESCRIPTION

1. Strategy and governance

- a) Play an active role in strategic reviews and contribute to the wider thinking and planning of the organisation
- b) Devise and implement operational plans that deliver organisational strategy, setting achievable but ambitious targets for the programmes team
- c) Report regularly on progress against those targets to trustees, attending trustee meetings as necessary
- d) Ensure that our choir members are able to contribute meaningfully to our service delivery and strategy
- e) Develop and review appropriate policies and procedures to promote best practice and make sure they're followed consistently across our choirs, including safeguarding and health and safety
- f) Deputise for the Chief Executive where necessary

2. Programmes Management

- a) Be responsible for the successful running of all existing frontline projects, ensuring that our values are intrinsic in all of our work and that attending a Choir with No Name session feels equally joyous and positive, no matter where or when you attend
- b) Identify opportunities for new projects, in line with strategy, and lead on making them happen, on time and on budget
- c) With the Head of Development, develop annual budgets and monitor income and expenditure against them
- d) Identify risks of new and existing programmes, supporting the team to use robust risk management processes



3. Partnership Management

- a) Nurture existing partnerships, ensuring both parties remain committed to the partnership and the commitments of the collaboration agreements are met on both sides
- b) Identify and establish new partnerships to further our work, increase wider homelessness sector opportunities for our members and make the organisation more sustainable
- c) Be prepared for difficult conversations with partners, always having CWNN and its members' best interests at heart

4. People Management

- a) Line manage our choir managers and other programmes team staff, including annual appraisals and regular supervision
- b) Supervise freelance staff as necessary
- c) Ensure the team stay on top of logistics, targets, budgets and plans
- d) Take overall responsibility for the organisation's HR and associated policies and procedures, ensuring that CWNN is an inspiring, fair and compliant place to work
- e) Lead on staff and volunteer development and training

5. Safeguarding

- a) Act as the organisation's safeguarding lead
- b) Ensure effective and compliant safeguarding throughout the organisation, from volunteers to trustees

6. Impact measurement

- a) Measure the social impact of our work, to inform best practice and provide concrete evidence on our achievements and value
- b) Develop and maintain best practice methods for measuring impact

7. Fundraising and communications

- a) Help build and maintain relationships with prospective and existing funders
- b) Support the development team to bring in money and raise awareness of our work

PERSON SPECIFICATION

Knowledge and Experience

Essential

- Significant experience managing teams
- Up-to-date knowledge and experience of safeguarding for vulnerable adults
- Project management experience

Highly desirable

- Knowledge and experience of the homelessness sector
- Event management experience
- Knowledge of HR policies and practices
- Knowledge of the principles and methods of impact measurement

Core competencies

- **People management**
Sets meaningful, challenging and attainable objectives, aligned with organisational strategy; gives ongoing, constructive feedback on individuals' performance and progress,



prioritising their professional development; manages difficulty effectively; works co-operatively and productively with all colleagues.

- **Project management**

Uses initiative and entrepreneurial skills; sets realistic, achievable but ambitious project plans; solves problems effectively; delegates as necessary; delivers on time and on budget; identifies opportunities to develop and grow services in line with strategic plan.

- **Effective communication**

Addresses issues in an open, constructive, professional manner; gains others' trust; keeps people accurately informed and up-to-date, maintains appropriate confidentiality; writes clearly and accurately in a variety of contexts and formats; doesn't shy away from difficult conversations.

- **Organisation and decision-making**

Regularly reviews procedures or systems to identify improvements and simplify processes and decision making; prioritises tasks by importance and deadline, confidently and competently uses MS Excel and other IT applications to support service delivery, monitoring and evaluation; displays attention to detail.

- **Network and relationship building**

Proactively builds networks and forges new relationships; learns from and adopts sector best practice; seeds potential new partnerships.

- **Equality and Diversity**

Demonstrates commitment to and promotes equality and diversity in all aspects of their role; respects and includes the talents and contributions of all individuals, bringing them to processes and decision-making.

HOW TO APPLY

Please send us:

- a CV that demonstrates the knowledge and experience described in the person specification
- a supporting statement that shows specific and tangible examples of the six core competencies
- a completed diversity and equal opportunities monitoring form, available to download with this job description.

Please email the above, in Microsoft Word format, to hayley@choirwithnoname.org, by Monday 13th July at 5pm. For an informal chat about the role, feel free to get in touch at info@choirwithnoname.org. We are particularly welcoming applications from people with lived experience of homelessness, from BAME communities and candidates with disabilities, who are currently under-represented on our staff team.

Your diversity and equal opportunities form will be separated from your application and kept in confidence. Your CV and supporting statement will also be anonymised before being put to the selection panel. If your application is to be taken further you'll be contacted by Monday 20th July to discuss next steps. Thank you very much!